

Case study: Age UK **3 PERSON** HOUSEHOLD Male Male Female Household 55-64 17-24 co-ordinator 55-64 Age UK Received Charity Sector Lottery acquisition mailing Format News / update / magazine articles Content 1 person Reach Frequency 9 3 **Commercial** Charity actions

Charity Average reach = 1.1 Average frequency = 4



Source: JICMAIL Q2&Q3, Kantar TNS, 2017

Over the course of 2 days the household co-ordinator interacted with this mailing 11 times. This acquisition mailing from Age UK achieved 12 total interactions. 9 physical interactions and 3 commercial actions arose; speaking to someone else twice and going online to the sender's web site.

